



Connector Issue Resolution

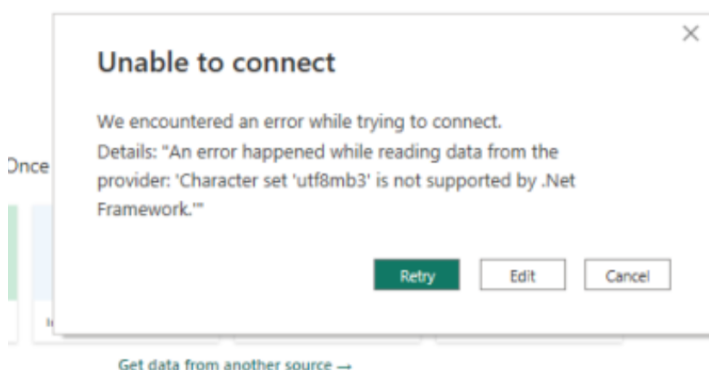
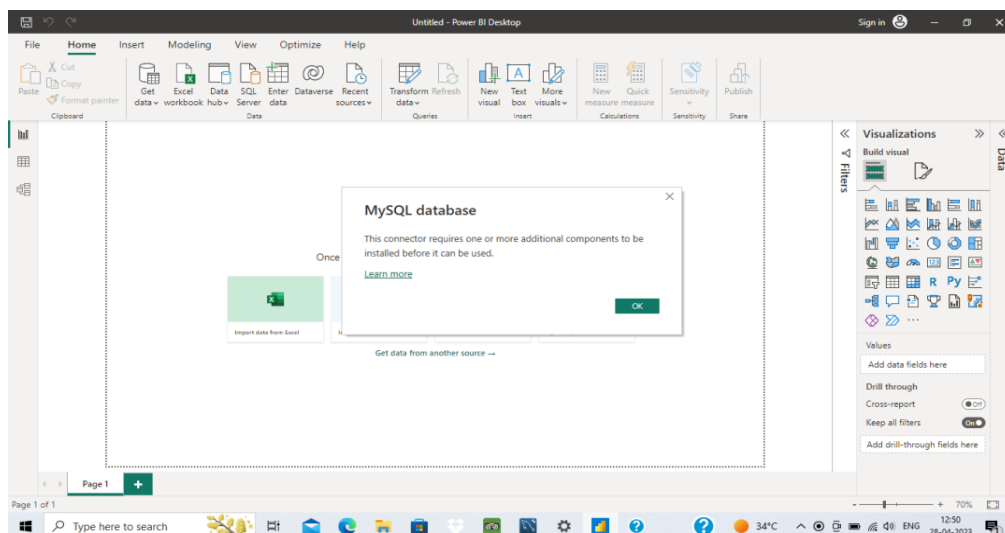
Issue:

When one tries to get data from MySQL in Power BI, the below error message pops up.

“ This connector requires one or more additional components to be installed before it can be used ”

Or

“ Character set 'utf8mb3' is not supported by .Net Framework ”





Scenario 1 (If you previously installed any latest version):

Sometimes it might be due to the installation of the latest version of the connector like **8.0.30 or above**.

1. Uninstall the latest version you have downloaded - To do it, double-click on the downloaded file of the connector it will give options like repair or uninstall.
2. Click on Uninstall and follow below scenario 2.

Scenario 2 (install the missing connector):

1. install version **8.0.28**

from: <https://downloads.mysql.com/archives/c-net/>

After you download it and run the file and during installation select the **typical option**.

restart the computer. You should be good after that.

2. Make sure that you close the Power BI and restart the whole system for the changes to be applied

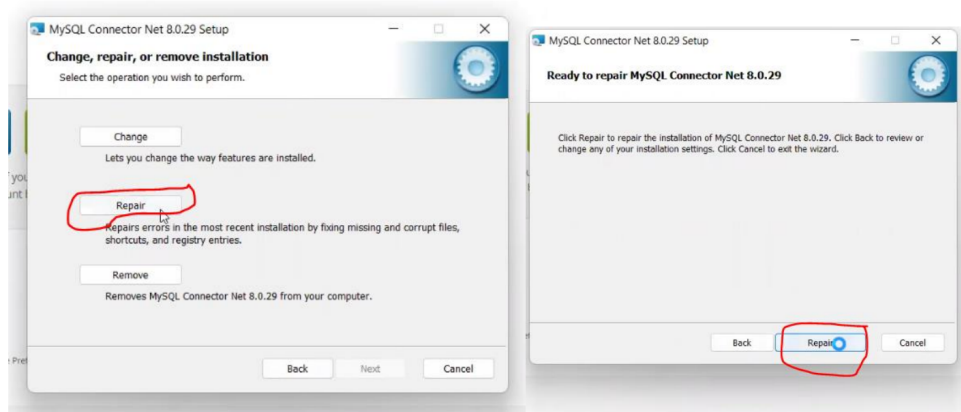
Note Use Typical option while installing and 8.0.28 is the standard version as of now.



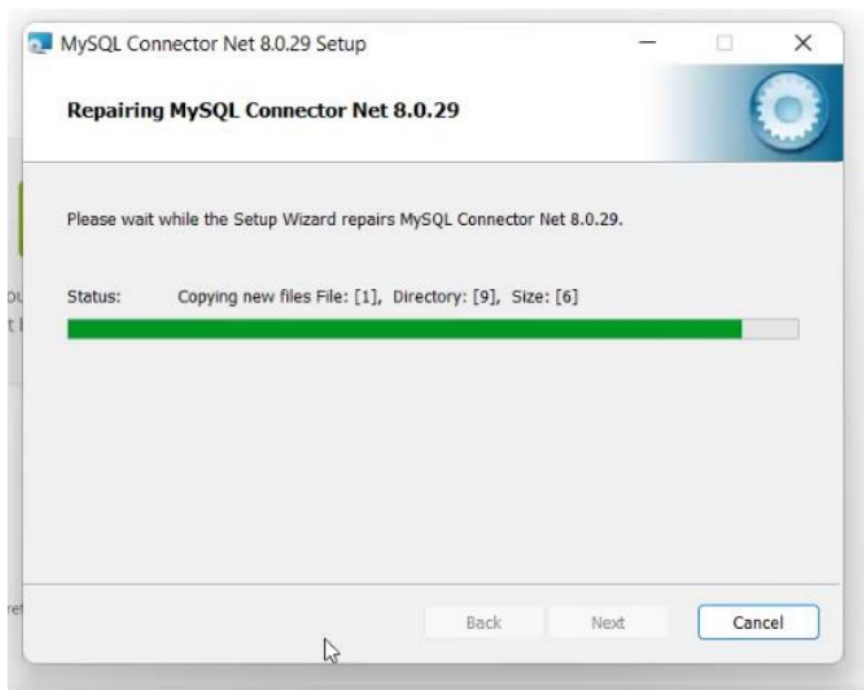
Scenario 3 (repair the connector):

When you are not able to see the install option in the installer, then you need to proceed with this approach:

Step 1: - Now click on Repair option

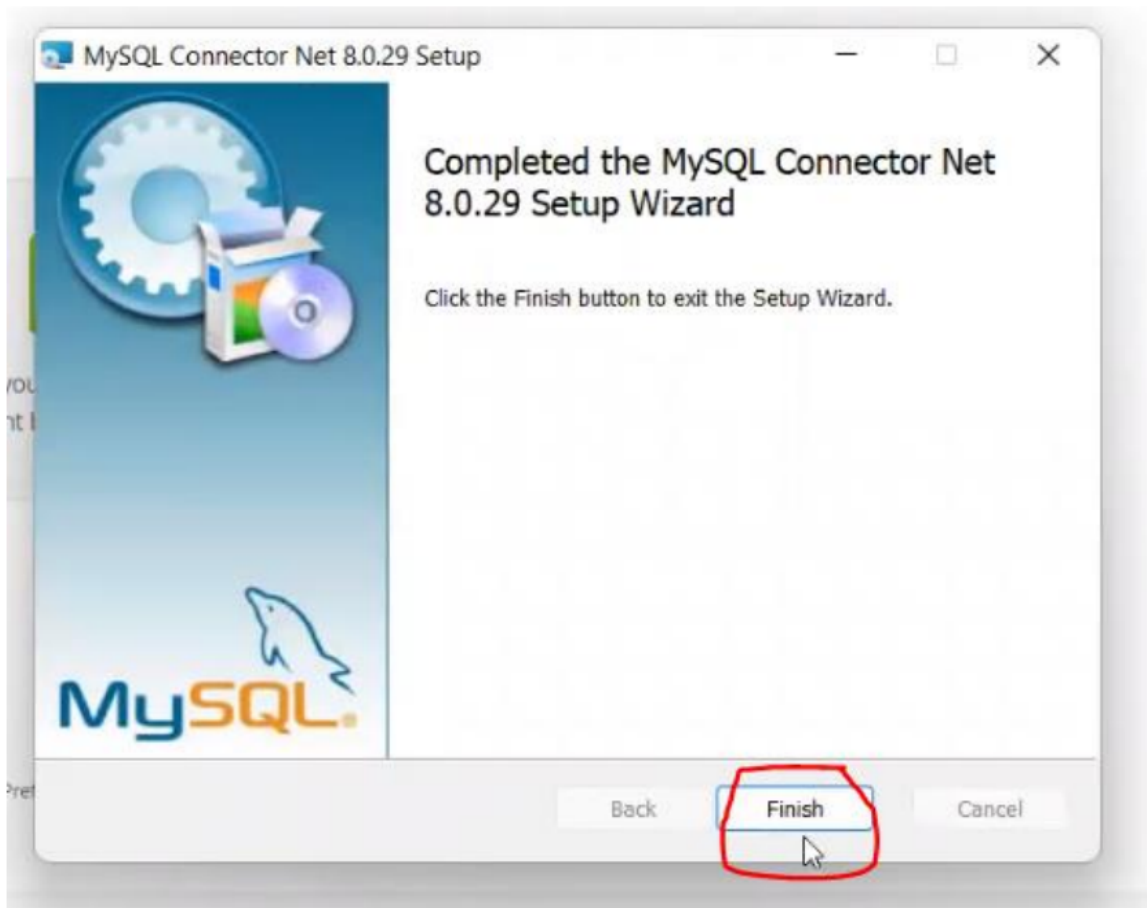


Step 2: - It will take few seconds to repair and install necessary tools





Step 3: - Finally click on finish



Step 4: - Now close the Power BI which is already opened and restart the system.

Step 5: - Now open Power BI again and connect to MySQL

Step 6: - Finally, you will get the option to connect the database